

Attorney's Docket No. 33318/WWM/D2  
1st Amendment After RCE

Serial No. 09/164,807  
04/01/03



Official

AMENDED CLAIMS

Claims 1, 5, 26 and 28 are amended as follows:

Claim 1 (Currently Amended): A method of personalizing voice messages to be used by a voice mail system in interacting with a user based on information provided by the user in an interactive communication between the voice mail system and the user comprising the steps of:

creating a plurality of sets of recorded messages according to distinct personalities wherein each of said sets is identifiable by an agent, said sets being for interacting with the voice mail system; and

selecting a recorded message from the plurality of sets of recorded messages based on interactive inquiries between the user and voice mail system, wherein said user selects said set by choosing a particular agent message.

Claims 2 – 4 (Original)

Claim 5 (Currently Amended): The method of claim 1, wherein the selecting step comprises:

playing a sample of agent introduction messages from a plurality of the sets of recorded messages while waiting for a selection entry from the user said selection to indicate a selected agent and therefore a set of messages associated with said selected agent;

affecting a recorded message responsive to the selection entry made by the user;  
and

affecting a recorded message based on a previous selection if no selection entry is made by the user.

Claims 6 – 25 (Original)

Claim 26 (Currently Amended): An apparatus for personalizing voice messages to

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be used by a voice mail system in interacting with a user based on information provided by the user in a communication between the voice mail system and the use comprising:

a application module;

a management module;

a media module interconnected to the application module and the management module;

a storage medium connected to the media module, the management module, and the application module;

means for creating a plurality of sets of recorded messages according to distinct personalities for such set for interacting with the voice mail system each set being identifiable by an agent; and

means for selecting a recorded message from the plurality of set of recorded messages based on interactive inquiries between the user and the voice mail system, whereby a sample of messages from different agents is provided to said user and selection of an agent by a user selects the set identifiable by that agent.

#### Claim 27 (Original)

Claim 28 (Currently Amended): The apparatus of claim 26, wherein the means for selecting comprises of:

means for playing a sample introduction message from a plurality of the sets of recorded message while waiting for a selection entry from the user;

means for affecting a recorded message responsive to the selection entry made by the user;

means for affecting a recorded message based on a previous selection if no selection entry is made by the user; and

means for confirming the selected recorded message by playing back to the user a confirmation message using another message from the same set using the same agent personality as the selected message.

#### Claims 29 – 31 (Original)